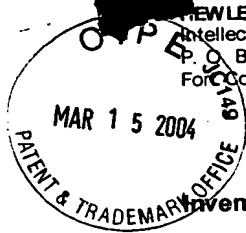


2113



IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Michael S. Lopke

Confirmation No.: 9877

Application No.: 09/882,567

Examiner: Yolanda L. Wilson

Filing Date: June 15, 2001

Group Art Unit: 2113

Title: Enduser Diagnostic System and Method for Computer-based
Error Interpretation

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

RECEIVED
MAR 22 2004
TECHNOLOGY CENTER 2800

TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Sir:

Transmitted herewith is/are the following in the above-identified application:

- (X) Response/Amendment () Petition to extend time to respond
() New fee as calculated below () Supplemental Declaration
() No additional fee (Address envelope to "Mail Stop Non-Fee Amendment")
(X) Other: post card (fee \$)

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS		MINUS		=	X	\$
INDEP. CLAIMS		MINUS		=	X	\$
[] FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+	\$
EXTENSION FEE	1ST MONTH	2ND MONTH	3RD MONTH	4TH MONTH		\$
OTHER FEES						\$
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ -0-

Charge \$ to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

Respectfully submitted,

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313-1450.

Date of Deposit: 11 March 2004

Typed Name: J. Nevin Shaffer, Jr.

Signature: J. Nevin Shaffer, Jr.

By J. Nevin Shaffer, Jr.

Attorney/Agent for Applicant(s)
Reg. No. 29,858

Date: 11 March 2004

Telephone No.: (512) 327-8932